

EXHIBIT 19
[UNREDACTED VERSION OF
DOCUMENT SOUGHT TO BE SEALED]



VOC/FQR Review



CTS Consumer Support
25 July 2014

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Open Actions from Previous Meetings

Action	Status	Owner	Due Date
What is the current volume from customers regarding the Dashboard 3.0 headline?	No contacts regarding Dashboard 3.0 headline issue in the past week.	Ryan Tam	Completed
Provide details on Expansion Desk ARR	Sent July 8th. 3TB does have a higher return rate on older vintages, but newer vintages aren't showing a problem and the reviews for DOA were June/July.	Eric Lueb	Completed
Collect DOA Saker and Saker Desk drives for analysis to verify NTF rate	Collected 17 drives that had failed testing. ALL 17 were fraud (WD. Hitachi or older Seagate drives inside). Escalated to fraud teams.	Eric Lueb	Ongoing
When is Redmine bug# 24053 going to be addressed on Fuel? <i>(Engineers are working on fixing the WiFi loss, drive not detected issue, Redmine bug#24053 - June FQR)</i>	There is a combination of issues that are causing the WiFi disconnect issue on Mobility products. Fixed in FW 4.3 Gemini: 24096, 19377, 22596, 21717, 10516, 11628, 10512, 23507 Working on: 24053, 20595, 23064, 22548, 23120	Bhawna Mundotia	Ongoing
How many forum views/posts have we seen on the Fuel connection issue?	Still gathering data, should have it by next meeting	Bhawna Mundotia	8/22/2014
Investigate why email took 3 days to respond to and why the survey was sent to the customer 3 days after contact instead of the normal 7 days. <i>(Wintel NPS Review)</i>	1) Thu 6/4 = Customer contacted APJ - Esc to ANP team 2) Mon 6/8 = Paul See tried to contact & closed case (survey trigger started) 3) Fri 6/12 = Paul See created new case and contacted customer 4) Thu 6/18 = Customer contacted APJ - Esc to ANP team 5) Fri 6/19 = Customer receives survey from 6/8 case closure 6) Mon 6/22 = Paul See contacts customer & closes case Actions: Research length of time between customer contact and escalation call-back (Alex/Shane)	Troy Beaty Alex Chin	8/15/2014

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Direct Attached Storage

Eric Lueb

Product		Star Rating	First 20 Reviews	Contacts to Install Base	NPS	Excursions	JDM Line Stops	Field ARR
Backup Plus Slim	Udon	4.5	4.2	0.57%	36%	0	0	1.65%
Backup Plus Desk	Udon Desk	4.2	3.6	1.50%	34%	0	0	9.14%
Backup Plus FAST HDD	Mars2	4.2	4.4	2.00%	22%	0	0	N/A
Backup Plus FAST SDD	Saleen	5.0 (15)	N/A	2.70%	N/A	0	0	N/A
Goal		> 4.0	> 4.0	< 1.7%	> 13%	0	0	< 5%

Product	Issue/Status	Owner	Date
Backup Plus Fast	High contact ratios - Due to low shipment volumes. Fast SSD is not going to ship volume, EOL planning in progress. Fast HDD volume has picked up and ratio is starting to come down. A total of 7 contacts on Fast SSD.	N/A	N/A
Backup Plus Desk	High ARR - Investigating.	Eric Lueb	7/31/2014

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Direct Attached Storage

Eric Lueb

Product		Star Rating	First 20 Reviews	Contacts to Install Base	NPS	Excursions	JDM Line Stops	Field ARR
Expansion	Falcon	4.3	4.2	0.26%	20%	0	0	1.58%
Expansion Desk	Falcon Desk	4.0	4.3	0.65%	16%	0	0	2.52%
Expansion Plus	Saker	5.0 (2)	N/A	1.48%	30%	0	0	<u>7.63%</u>
Expansion Plus Desk	Saker Desk	N/A	N/A	<u>2.14%</u>	12% (33)	0	0	<u>12.15%</u>
Goal		> 4.0	> 4.0	< 1.7%	> 13%	0	0	< 5%

Product	Issue/Status	Owner	Due Date
Expansion Plus Desk	Target market is brick and mortar stores (Walmart and Target only). No distribution market to offset high NTF returns. We did discover 17 fraud cases with Expansion Plus Desk drives that had failed testing (that was 100% of the failures we had captured). Escalated to Sean Dykstra (fraud/tamper lead). Copied Brian Cowan and Anthony Leimas also.	Eric Lueb	7/23/2014
Expansion Desk	Spike in the number of complaints of DOA on 3TB Expansion Desk drives on Amazon in June/July. Confirmed no change in drives recently. No spike in returns with recent vintage(see backup). Attempting to capture a few DOAs for FA via technical support. (None came in week of 7/18) DOA complaints on Expansion Desk on Amazon US in June/ early July: 4 TB : 1 3 TB : 23 2 TB : 5 1 TB : 2	Eric Lueb	7/29/2014

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Direct Attached Storage (Pro)

Alan Maricle

Product		Star Rating	First 20 Reviews	Contacts to Install Base	NPS	Excursions	JDM Line Stops	Field ARR
LaCie Little Big Disk Thunderbolt 2	LBDv2	4.7 (6)	N/A	N/A	- 100%	N/A	N/A	N/A
LaCie 8big Thunderbolt 2	8big	2.0 (1)	N/A	N/A	N/A	N/A	N/A	N/A
Goal		> 4.0	> 4.0	< 1.7%	> 13%	0	0	< 5%

Product	Issue/Status	Owner	Date
8big	<p>Complaints:</p> <ul style="list-style-type: none"> -8big is too big -8big is too noisy. -8big RAID degraded twice. 4 Seagate drives and 4 WD drives in the 8big. <p>There is nothing we can do about any of these items.</p>	Alan Maricle	N/A

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Mobility & Simple NAS

Bhawna Mundotia

Product		Star Rating	First 20 Reviews	Contacts to Install Base	NPS	Excursions	JDM Line Stops	Field ARR
LaCie FUEL	Fuel	<u>3.2</u>	3.1	N/A	- 33%	N/A	N/A	N/A
Wireless Plus	Gemini	<u>3.3</u>	3.3	4.90%	22%	N/A	N/A	N/A
Goal		> 4.0	> 4.0	< 5%	> 13%	0	0	< 10%

Central	Cirrus	3.5	3.2	<u>12.80%</u>	5%	0	0	6.93%
Goal		> 3.5	> 3.5	< 9%	> 13%	0	0	< 10%

Product	Issue/Status	Owner	Due Date
Fuel	Star rating due to format not supported by app (platform limitation of iOS/tablets), app not robust. WiFi disconnect - bugs being worked on for WiFi disconnect issue. New app (8/4) will help with this as well.	Bhawna Mundotia	8/4/2014
Gemini	Low star rating due to Paragon driver and app crashes - new app (8/4) will help with this and new QSG will cover Paragon installation. A vine will be done on Gemini following the app launch.	Bhawna Mundotia	8/4/2014
Central	CIB contacts same as last month, [REDACTED] New User Manual to help with minimizing contacts is being translated currently and will be launched in August.	Bhawna Mundotia	8/22/2014

Business NAS

Dustin Lopez

Product		Star Rating	First 20 Reviews	Contacts to Install Base	NPS	Excursions	JDM Line Stops	Field ARR
BS 1-Bay NAS	Sentinel	<u>2.6</u>	3.9	19.02%	9%	N/A	N/A	6.19%
BS 2-Bay NAS	Half Dome	<u>3.1</u>	3.9	21.42%	<u>- 8%</u>	N/A	N/A	5.75%
BS 4-Bay NAS	El Capitan	<u>2.7</u>	3.9	<u>43.52%</u>	<u>- 12%</u>	N/A	N/A	6.91%
BS 4-Bay Rackmount	Charger	N/A	N/A	<u>70.06%</u>	71% (7)	N/A	N/A	N/A
BS 8-Bay Rackmount	Challenger	N/A	N/A	<u>65.12%</u>	13% (8)	N/A	N/A	N/A
BS Win Server 4-Bay	Wintel	4.4 (14)	N/A	<u>41.44%</u>	<u>- 13%</u> (8)	N/A	N/A	N/A
Goal		> 3.5	> 3.5	< 35%	> 13%	0	0	< 10%

Product	Issue/Status	Owner	Date
Rackmounts (4-Bay / 8-Bay)	<div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> Actions: 1. Update the products to Seagate NAS OS 4 in August. Adds new features (NVR) and creates synergy with marketing of other NAS OS 4 products. 2. Dedicated Sales team with new incentives / commissions to push BizNAs products.	Nathalie Crouzet	Q1'15
Wintel	Low NPS score investigation. Recap can be found here.	Dustin Lopez	Completed

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Business NAS

Dustin Lopez

Product		Star Rating	First 20 Reviews	Contacts to Install Base	NPS	Excursions	JDM Line Stops	Field ARR
Seagate NAS 2-Bay	Dart 2B	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Seagate NAS 4-Bay	Dart 4B	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Seagate NAS Pro 2-Bay	Superbee 2B	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Seagate NAS Pro 4-Bay	Superbee 4B	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Seagate NAS Pro 6-Bay	Superbee 6B	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Goal		> 3.5	> 3.5	< 35%	> 13%	0	0	< 10%

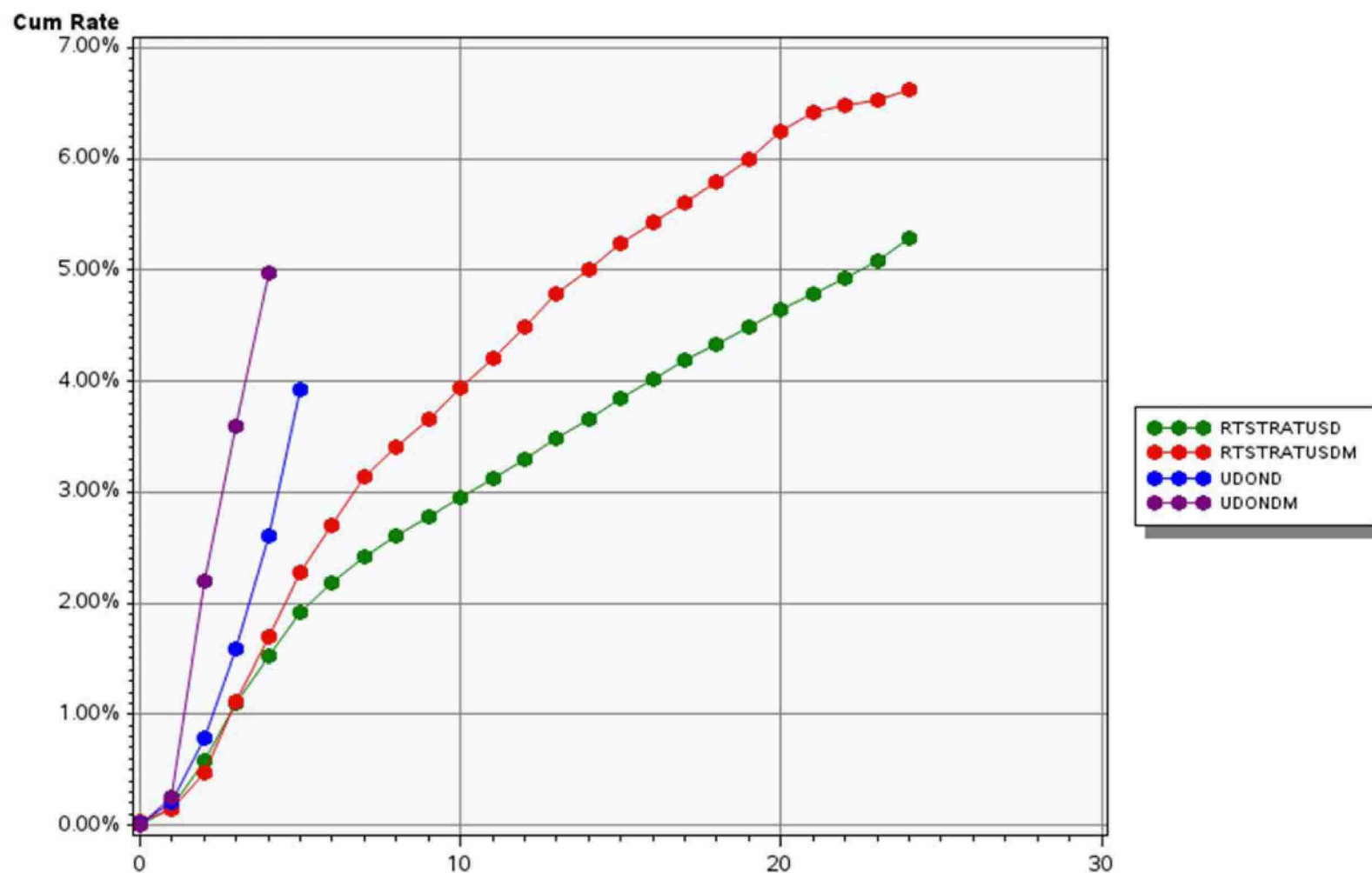
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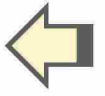
BACK UP

Backup Plus Desk (Udon Desk)

Cum Return Rate Comparison



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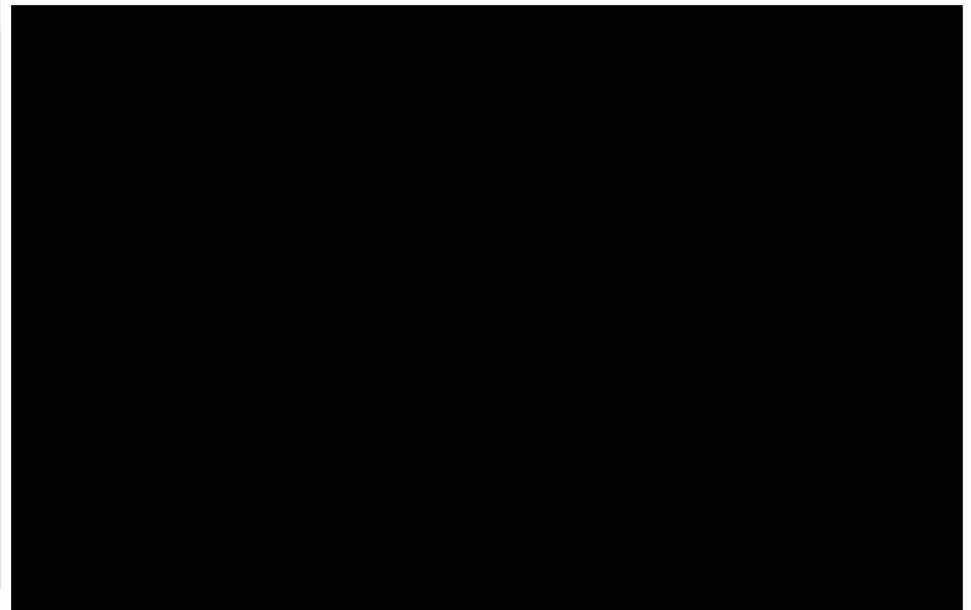
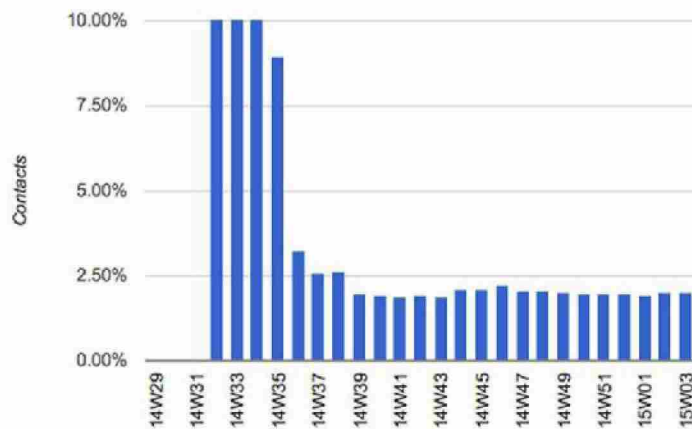
Backup Plus FAST HDD (Mars2)

Contacts to Install Base

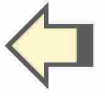
Lifetime Contacts	CIB%
396	2.00%



Backup Plus Fast HDD - CIB% Trend



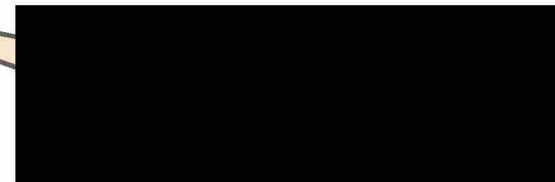
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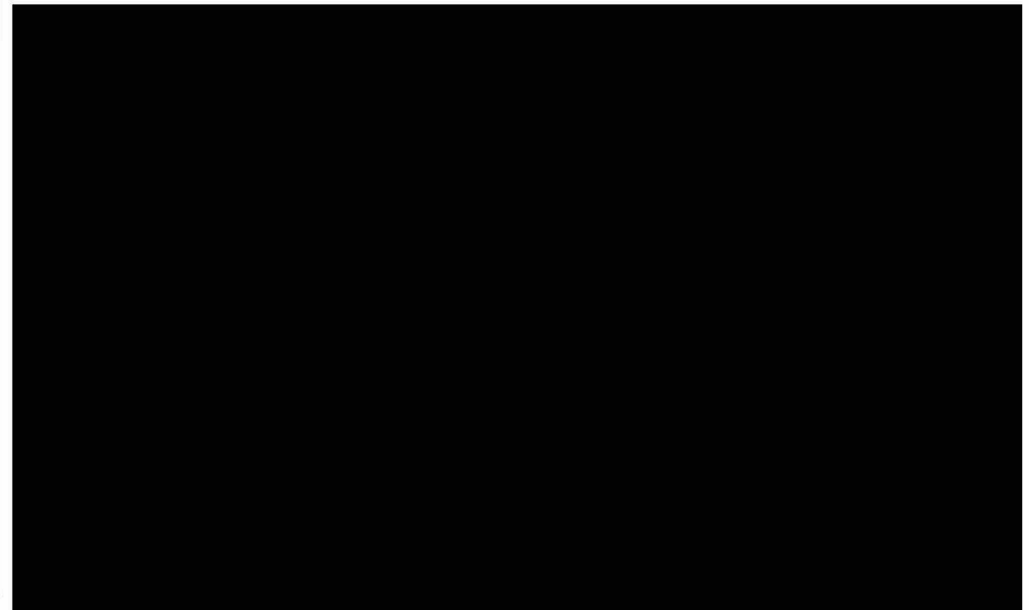
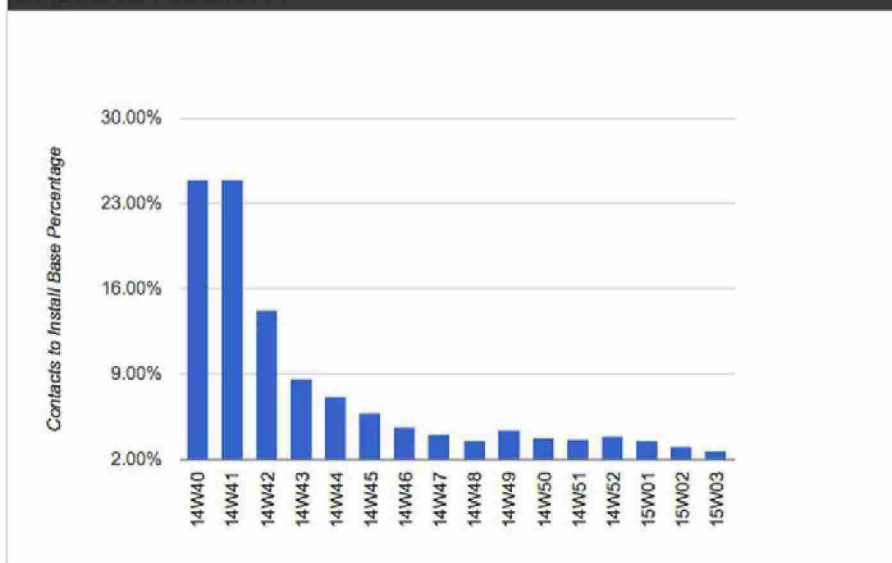
Backup Plus FAST SSD (Saleen)

Contacts to Install Base

Lifetime Contacts		Lifetime contacts/drive
6	[REDACTED]	2.70%



Google Chart - CIB% Trend



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Saker Captures





List SNs, PNs, Error code and info shipment and excel file

No	CP	PN	SN	Product	Error For DIAG	DF TESTER RESULT	OTC REMARK	Shipment No	Min Weight	Max Weight	Weight for tamper Drive	Weighting result
1	US	1HVAP3-500	NA4W09W7	Saker 3.5"	DNR	Cannot checking this drive	WD	106485143	851.62	886.38	760	Fail
2	US	1HVAP2-500	NA4W0D0A	Saker 3.5"	DNR	Fraud/tamper drive	WD	106470532	850.64	885.36	840	Fail
3	US	1HVAP3-500	NA4W06GY	Saker 3.5"	DNR	Cannot checking this drive	Maxtor	106485143	851.62	886.38	825	Fail
4	US	1HVAP3-500	NA4W0DS6	Saker 3.5"	DNR	Cannot checking this drive	WD	106485143	851.62	886.38	855	Pass
5	US	1HVAP2-500	NA4W05LY	Saker 3.5"	DNR	Cannot checking this drive	Bare Drive Capacity is lower then EDA Capacity	106485143	850.64	885.36	865	Pass
6	US	1HVAP3-500	NA4W06CW	Saker 3.5"	DNR	Cannot checking this drive	WD	106485143	851.62	886.38	680	Fail
7	US	1HVAP2-500	NA4W0E06	Saker 3.5"	DNR	Fraud/tamper drive	WD	106470532	850.64	885.36	680	Fail
8	US	1HVAP2-500	NA4W0D36	Saker 3.5"	DNR	Cannot checking this drive	WD	106470532	850.64	885.36	850	Fail
9	US	1HVAP3-500	NA4W0254	Saker 3.5"	DNR	Cannot checking this drive	Maxtor	106485143	851.62	886.38	720	Fail
10	US	1HVAP2-500	NA4W0GYS	Saker 3.5"	DNR	Cannot checking this drive	Maxtor	106472141	850.64	885.36	760	Fail
11	US	1HVAP2-500	NA4W0HA3	Saker 3.5"	DNR	Fraud/tamper drive	WD	106471606	850.64	885.36	675	Fail
12	US	1HVAP2-500	NA4W0KY8	Saker 3.5"	DNR	Cannot checking this drive	WD	106472141	850.64	885.36	680	Fail
13	US	1HVAP2-500	NA4W0E15	Saker 3.5"	DNR	Cannot checking this drive	WD	106471606	850.64	885.36	840	Fail
14	US	1HVAP2-500	NA4W032N	Saker 3.5"	DNR	Cannot checking this drive	Non Seagate Drive	106485143	850.64	885.36	825	Fail
15	US	1HVAP2-500	NA4W00A5	Saker 3.5"	DNR	Cannot checking this drive	WD	106485143	850.64	885.36	700	Fail
16	US	1HVAP3-500	NA4W0C9B	Saker 3.5"	DNR	Cannot checking this drive	Maxtor	106485143	851.62	886.38	755	Fail
17	US	1HVAP2-500	NA4W0G04	Saker 3.5"	DNR	Cannot checking this drive	Hitachi	106435467	850.64	885.36	725	Fail

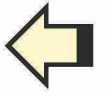
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Marked customer opened top cover



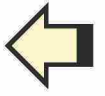
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Marked customer opened top cover



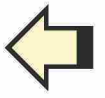
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Customer removed label



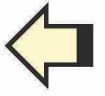
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WD drive inside(NA4W00A5)



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WD drive inside(NA4W0E1S)



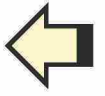
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WD drive inside(NA4W06CW)



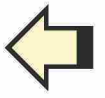
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WD drive inside(NA4W0D0A)



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WD drive inside(NA4W0E06)



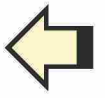
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WD drive inside(NA4W09W7)



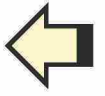
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WD drive inside(NA4W0D36)



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WD drive inside(NA4W0HA3)



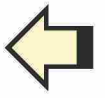
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WD drive inside(NA4W0DS6)



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WD drive inside(NA4W0KY8)



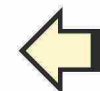
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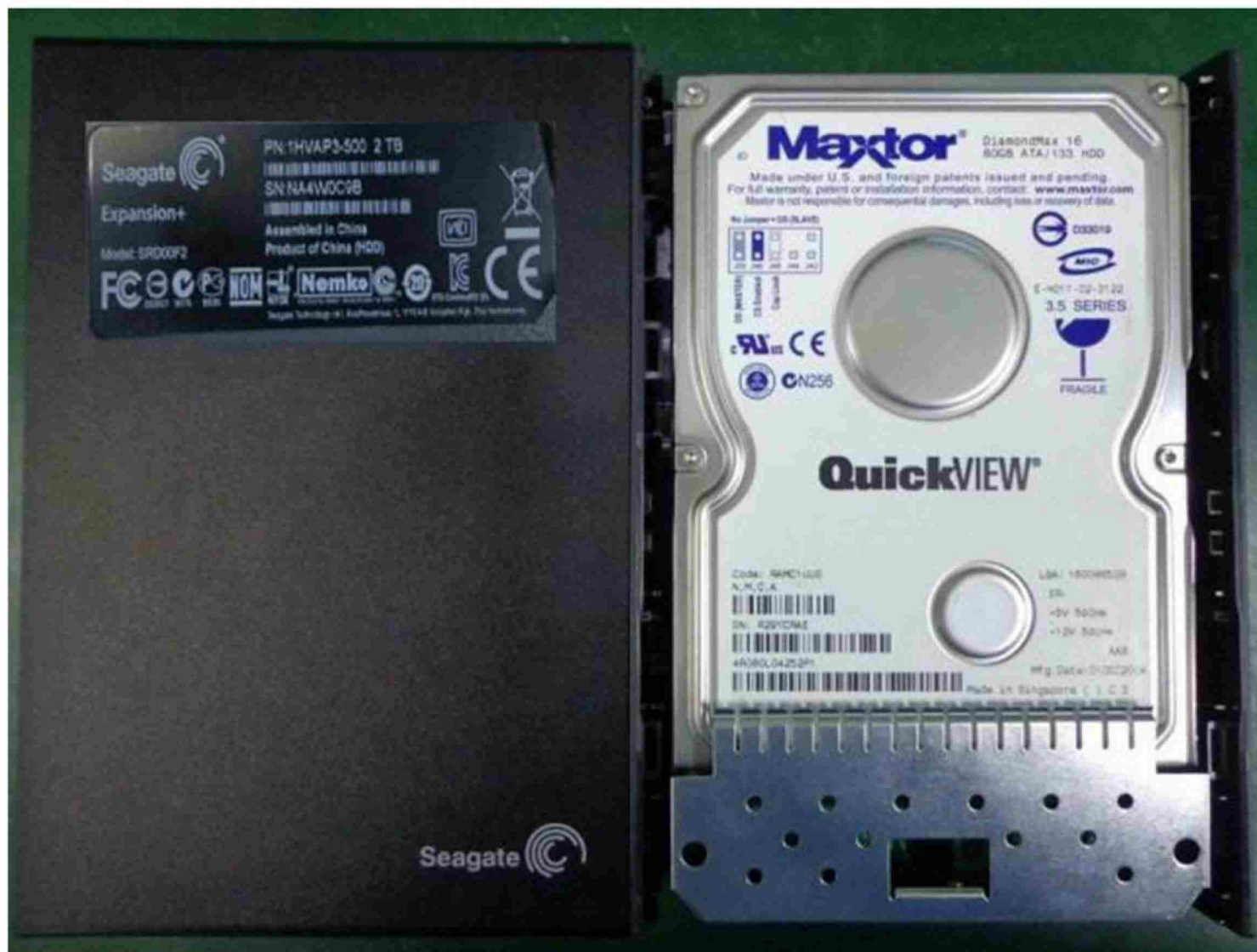
Hitachi drive inside(NA4W0G04)



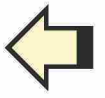
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Maxtor drive inside(NA4W0C9B)



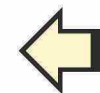
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Maxtor drive inside(NA4W0GYS)



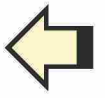
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Maxtor drive inside(NA4W06GY)



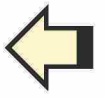
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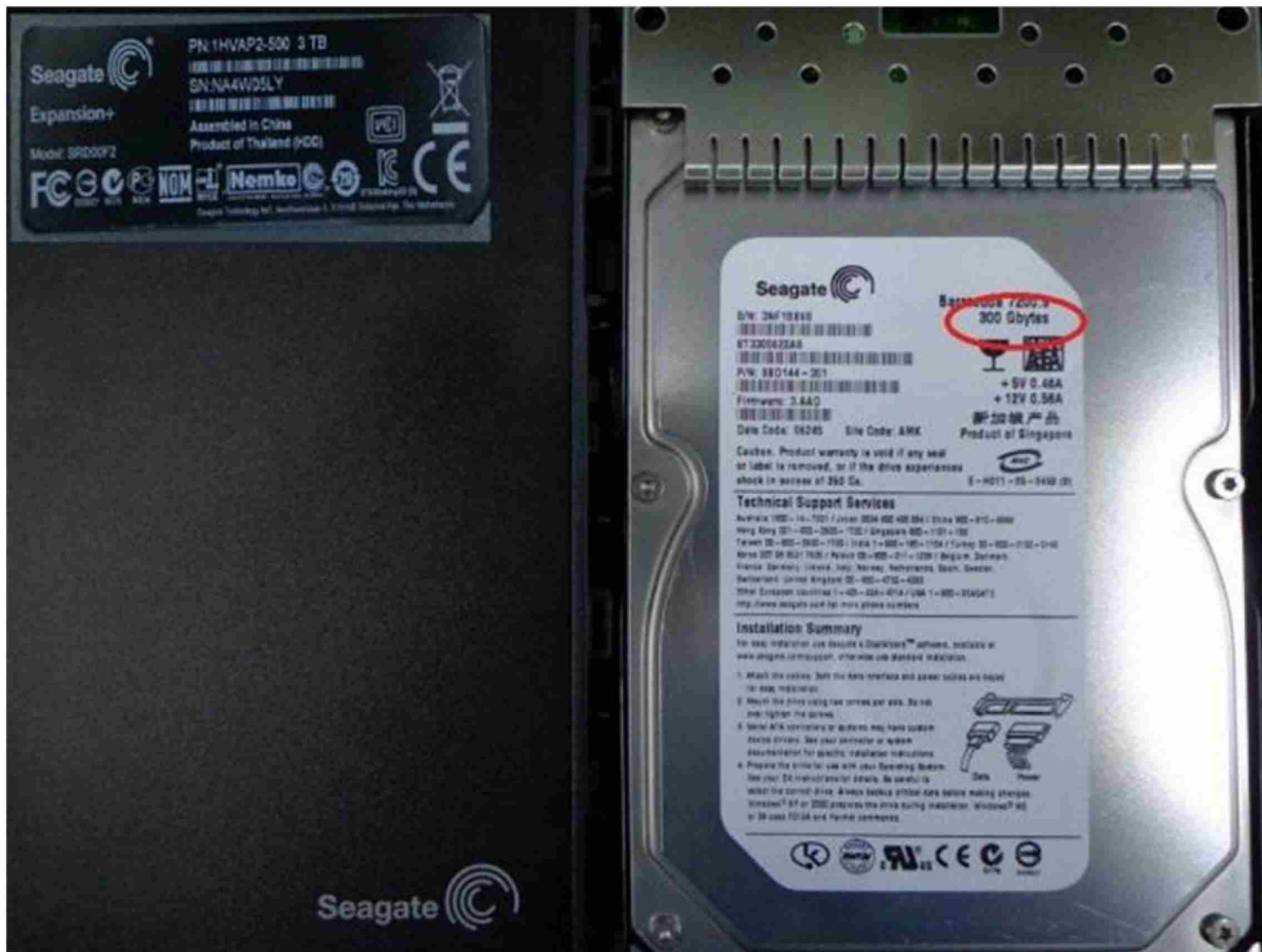
Maxtor drive inside(NA4W0254)



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Wrong Capacity NA4W05LY(only 300GB)



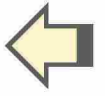
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Non label on top cover(NA4W032N)



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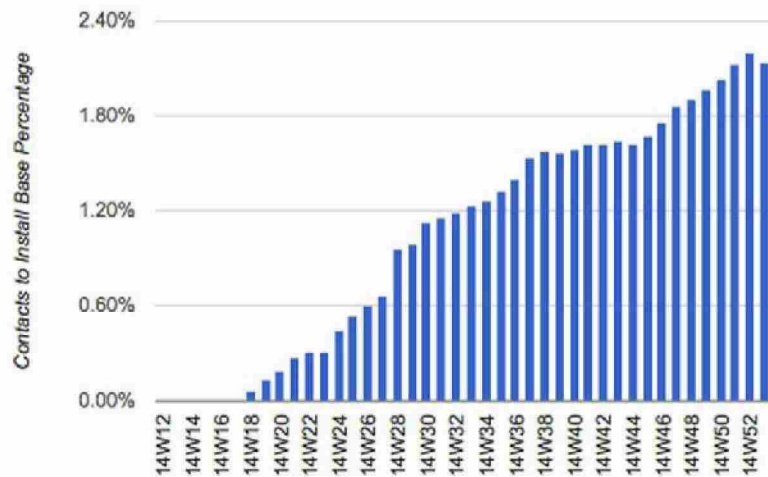


Expansion Plus Desk (Saker Desk)

Contacts to Install Base

Lifetime Contacts		Lifetime contacts/drive
389		2.14%

Expansion Plus Desk - CIB% Trend



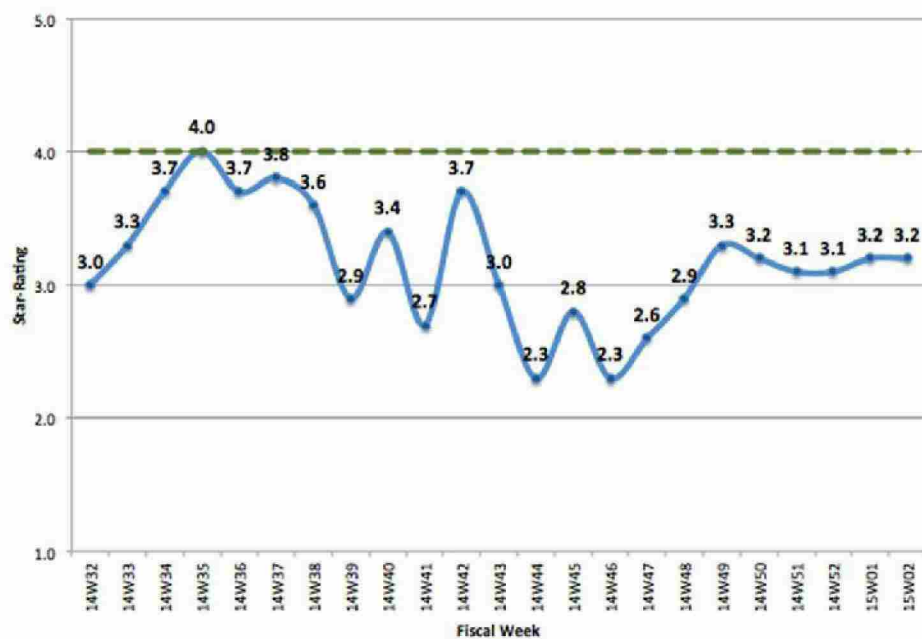
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LaCie Fuel

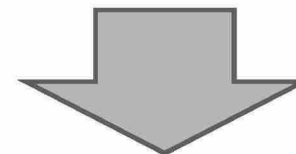
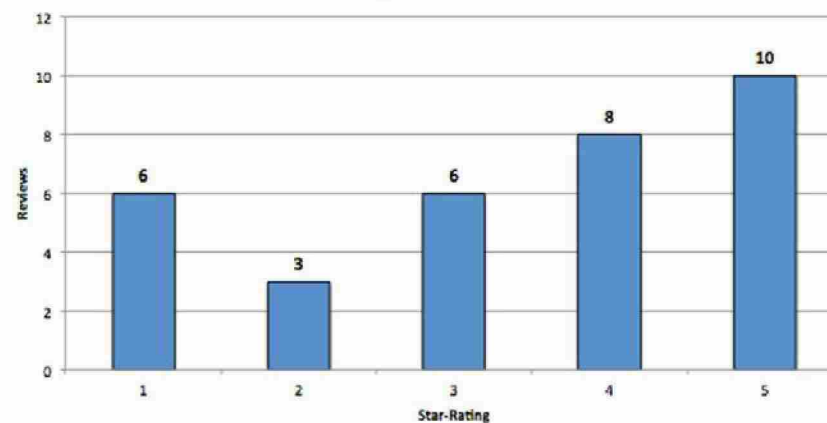
Star Rating



Rating Trend



Rating Distribution

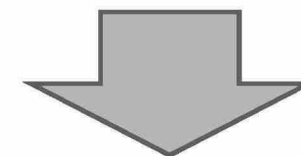
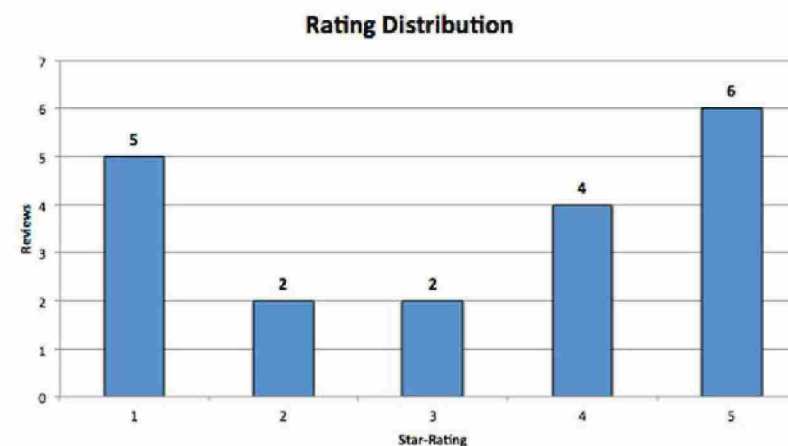
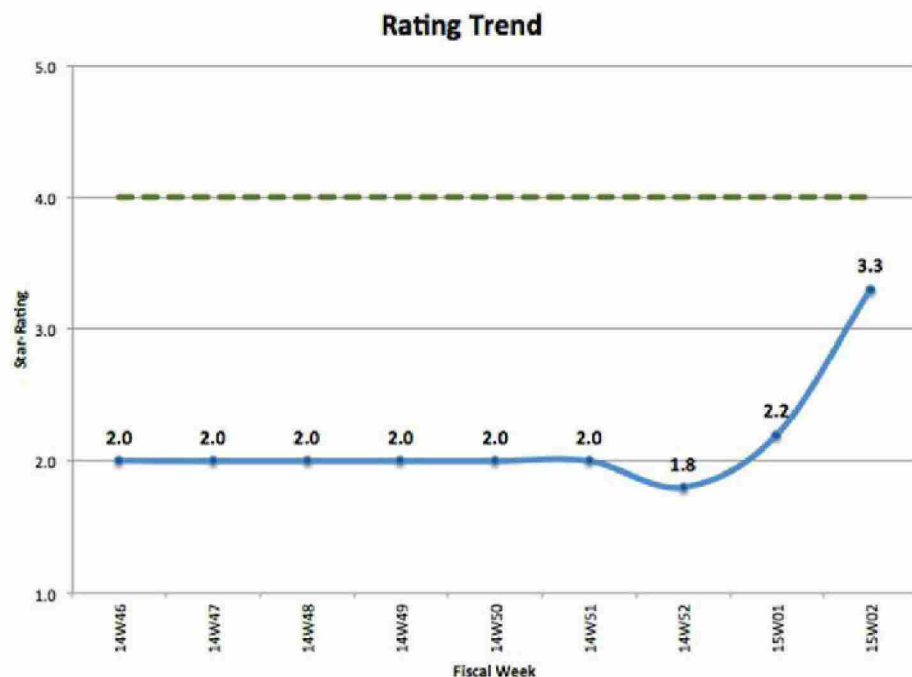


- Connection (didn't appear on network)
- Media playback
- General setup difficult
- Slow transfer rate
- Didn't like software

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Wireless Plus (Gemini)

Star Rating



- Connection (didn't appear on network)
- Media playback
- General setup difficult
- Slow transfer rate
- Didn't like software

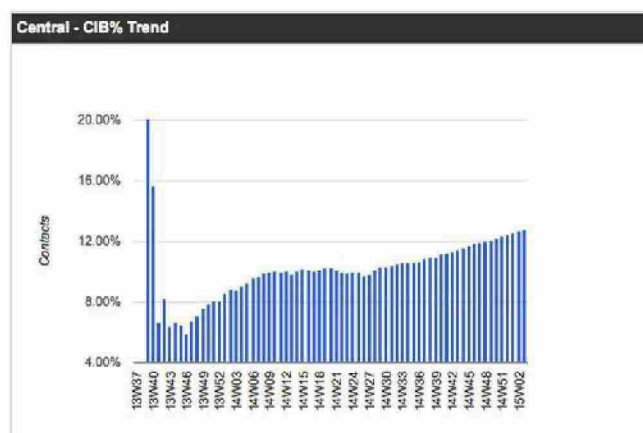
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Central (Cirrus)

Contacts to Install Base



Lifetime Contacts		CIB%
25,235		12.80%

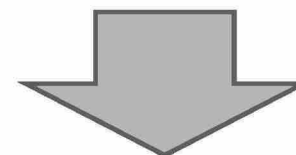
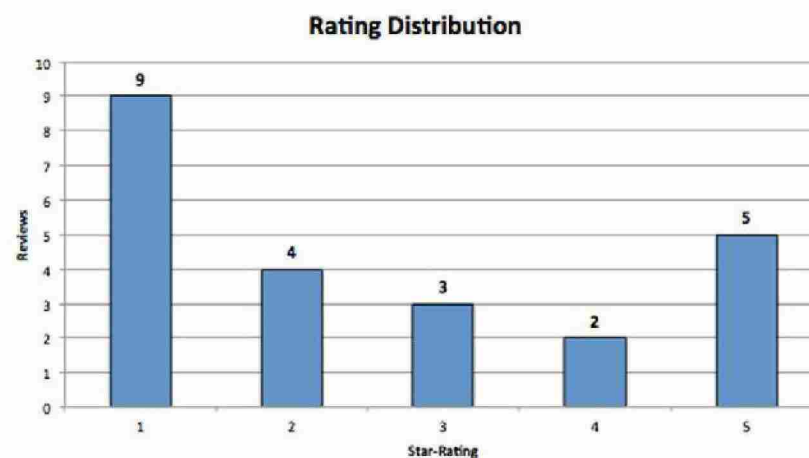


- Non-Installation Issues
 - Setup Assistance
 - Backup creates excessive number of files
 - Discovery tool doesn't see drive
 - Not seen on network
- Instructions Not Clear
 - Restore assistance
 - The drive backs itself up onto itself
 - Unsure how to access the drive
 - Setup assistance
- Tappin
 - Unsure how to use remote access
 - Unsure how remote access works
 - Setup assistance

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BS 1-Bay NAS (Whitney-Sentinel)

Star Rating

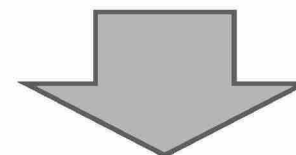
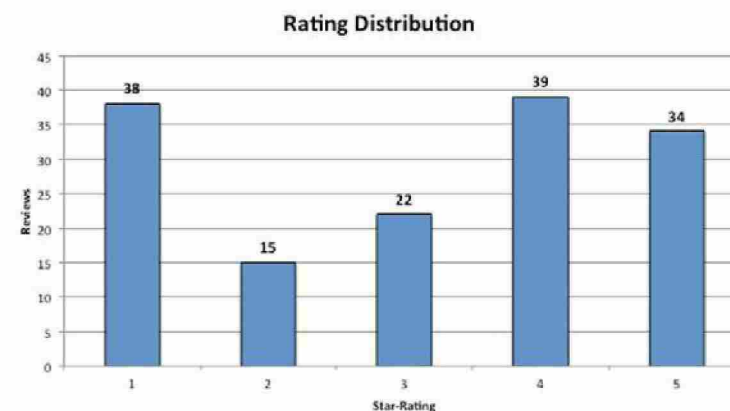
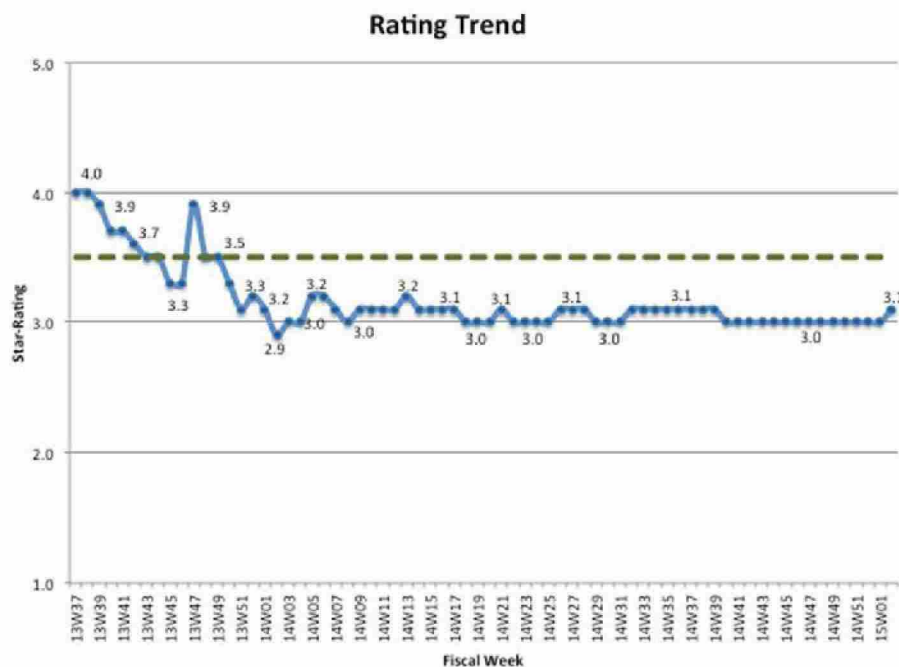


- Connection
- Slow transfer rate
- Documentation
- Difficult to setup

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BS 2-Bay NAS (Whitney-Half Dome)

Star Rating

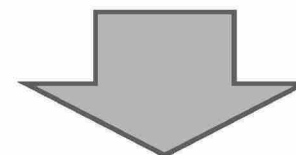
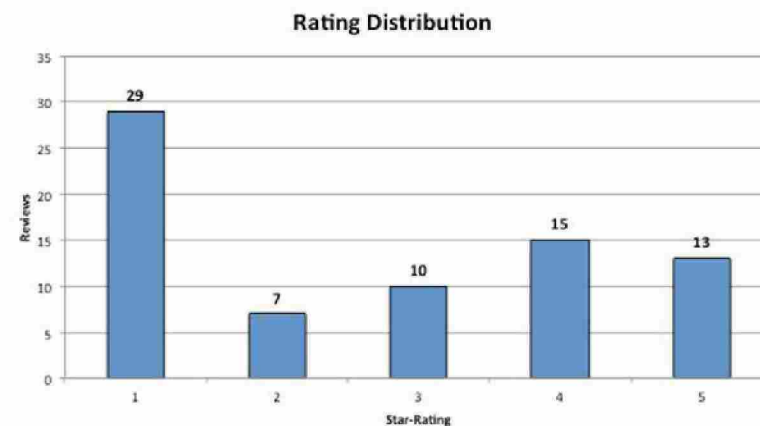


- Software
- Documentation
- Slow transfer rate
- Connection

Seagate Confidential

BS 4-Bay NAS (Whitney-El Capitan)

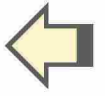
Star Rating



- Documentation
- Slow transfer rate
- Software
- Connection

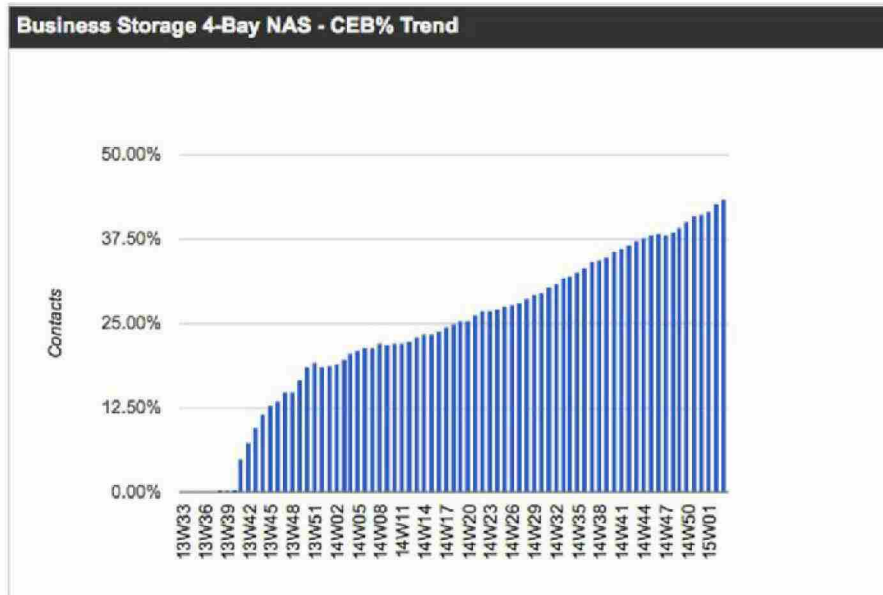
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BS 4-Bay NAS (Whitney-El Capitan)



Contacts to Install Base

Lifetime Contacts	[REDACTED]	Lifetime contacts/drive	[REDACTED]
6120		43.52%	



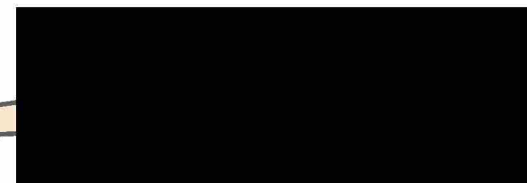
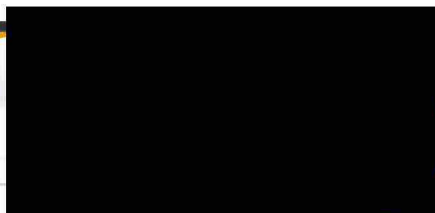
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BS 4-Bay Rackmount NAS (Charger)

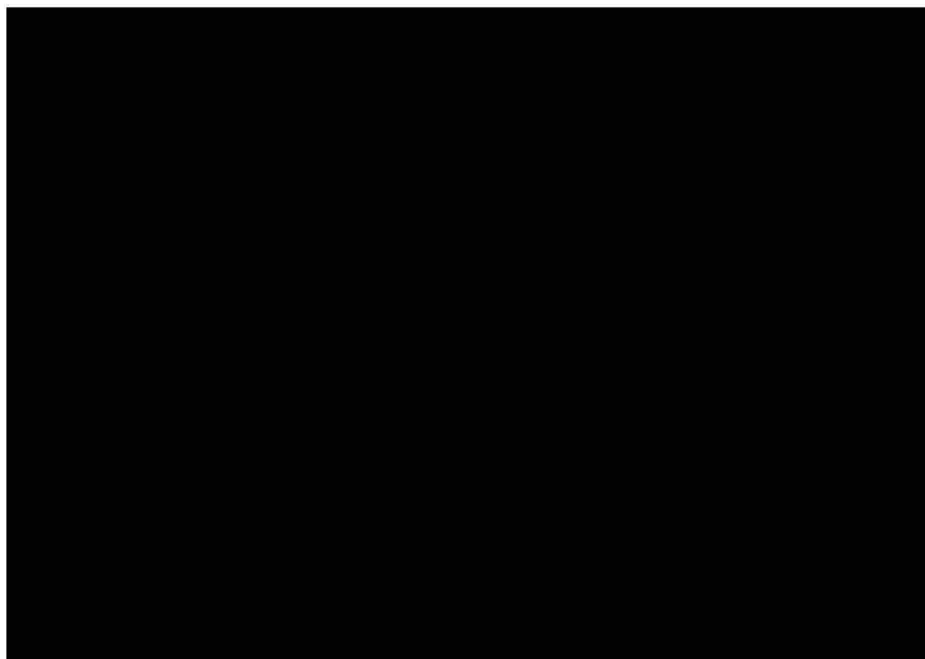
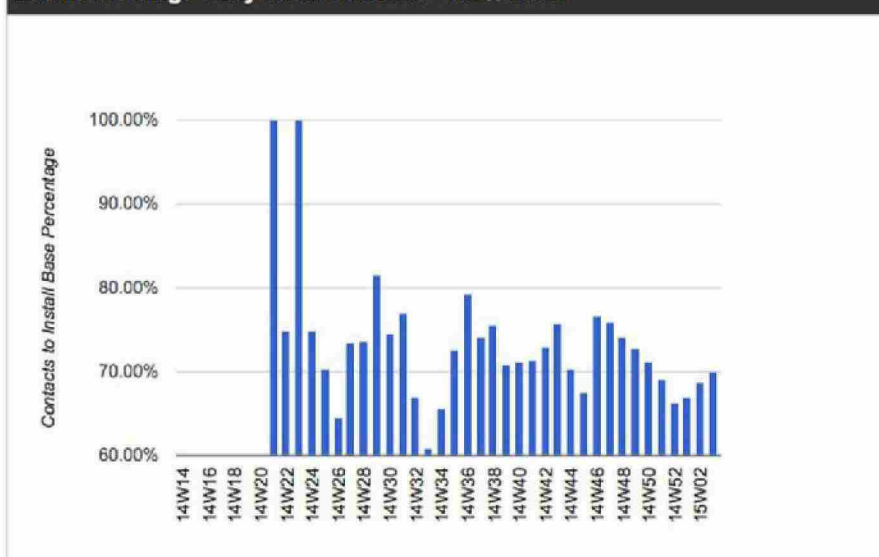


Contacts to Install Base

Lifetime Contacts	CIB%
234	70.06%

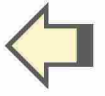


Business Storage 4-Bay Rackmount NAS - CIB% Trend

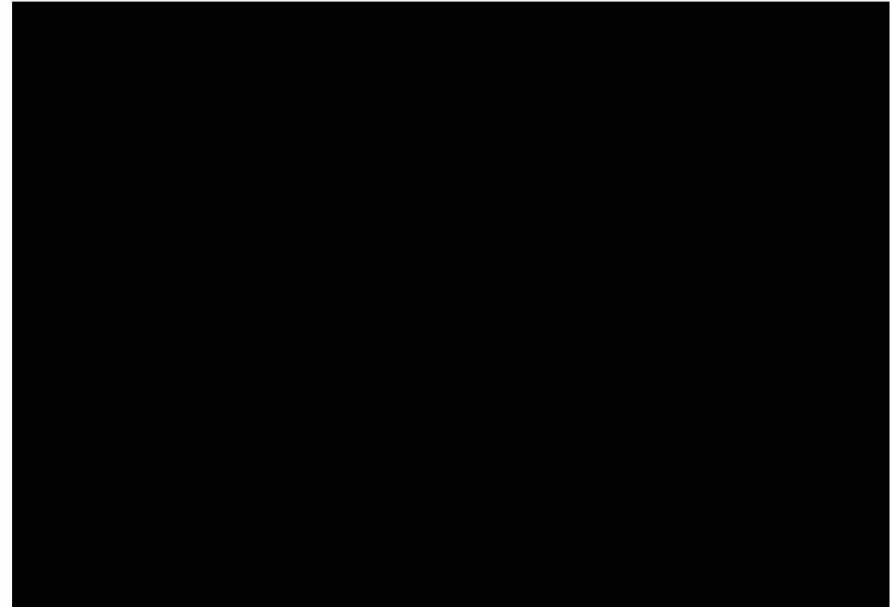
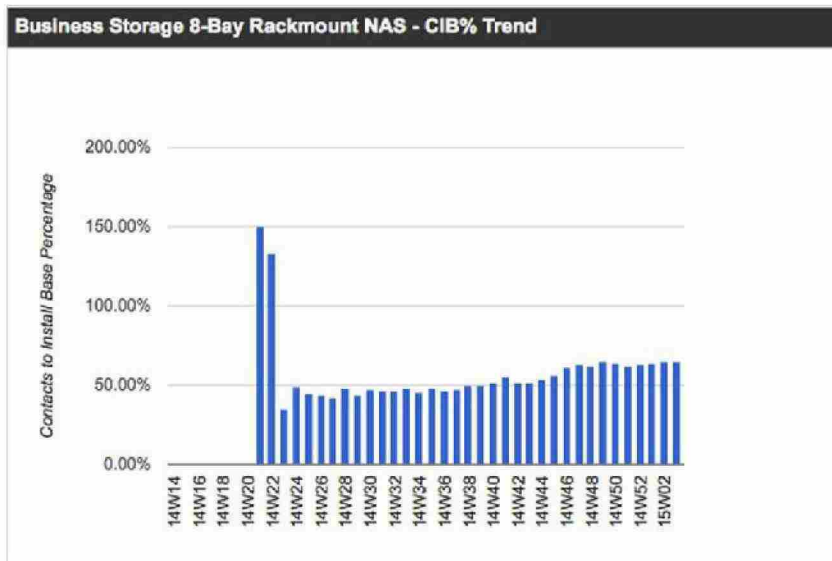
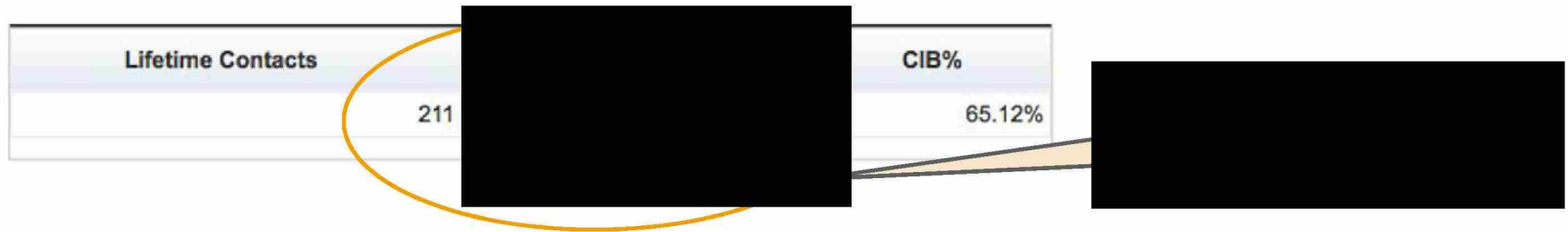


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BS 8-Bay Rackmount NAS (Challenger)

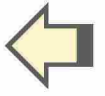


Contacts to Install Base

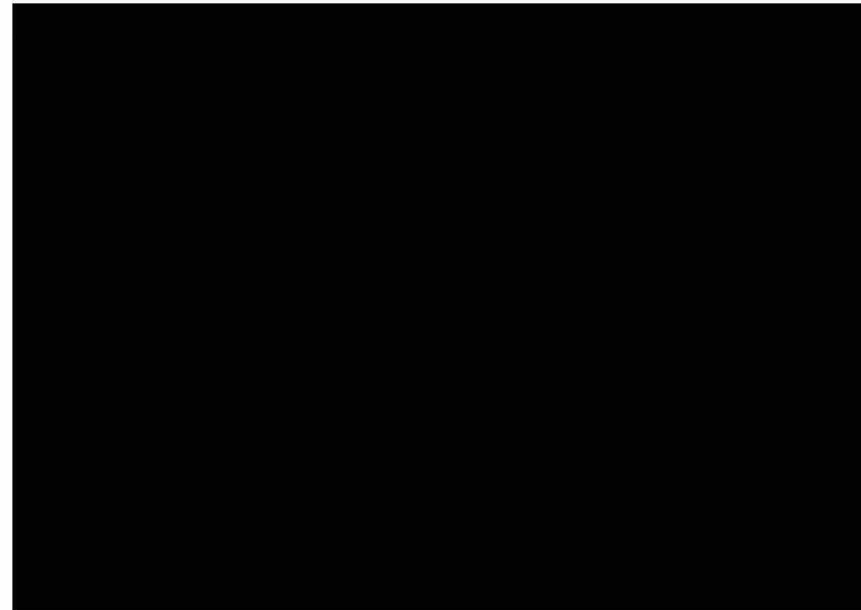
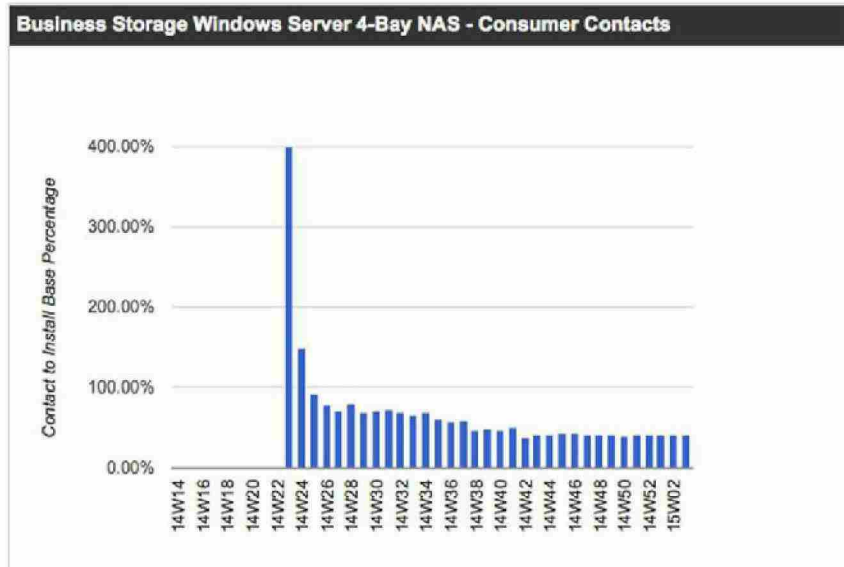
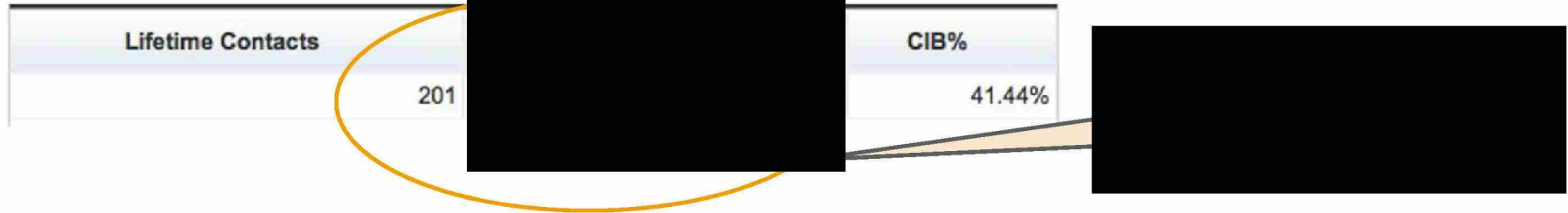


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BS Windows Server 4-Bay NAS (Wintel)



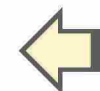
Contacts to Install Base



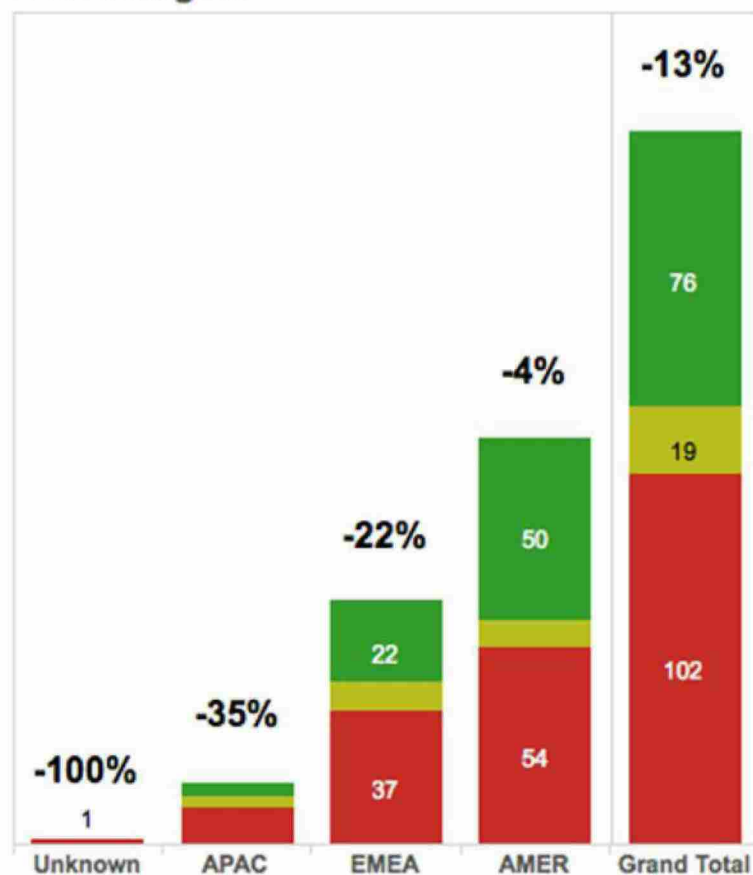
Seagate Confidential

BS 2-Bay NAS (Whitney-Half Dome)

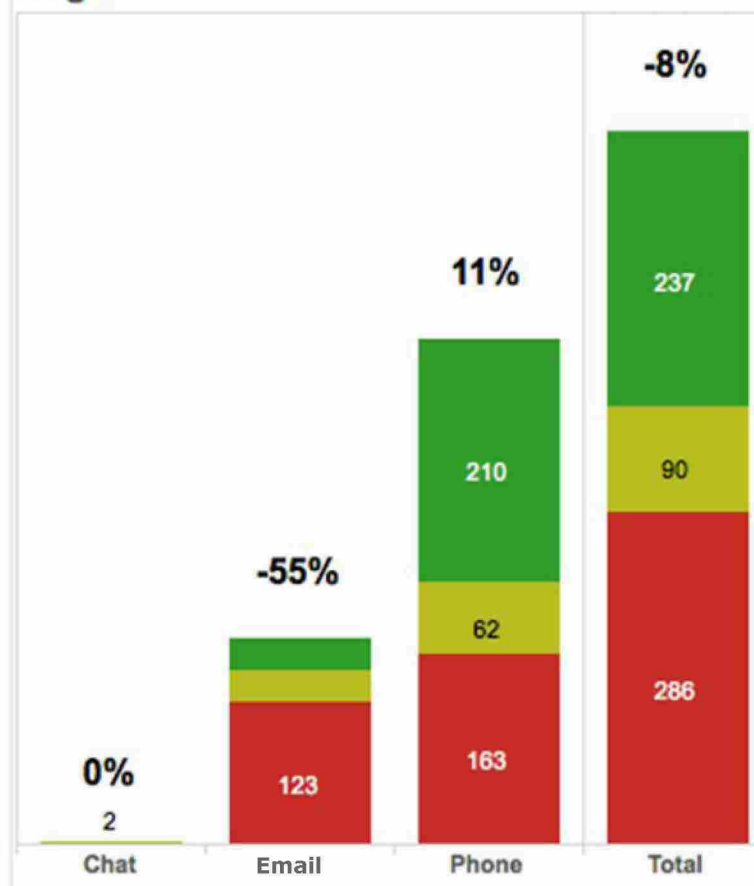
Net Promoter Score



Global/Region



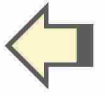
Origin



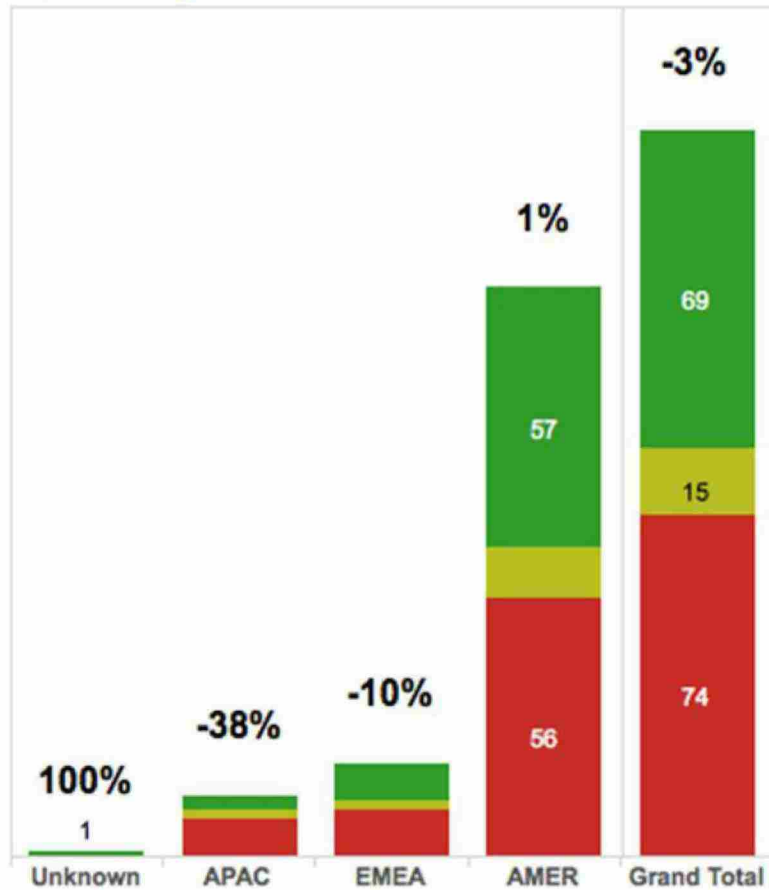
Seagate Confidential

BS 4-Bay NAS (Whitney-El Capitan)

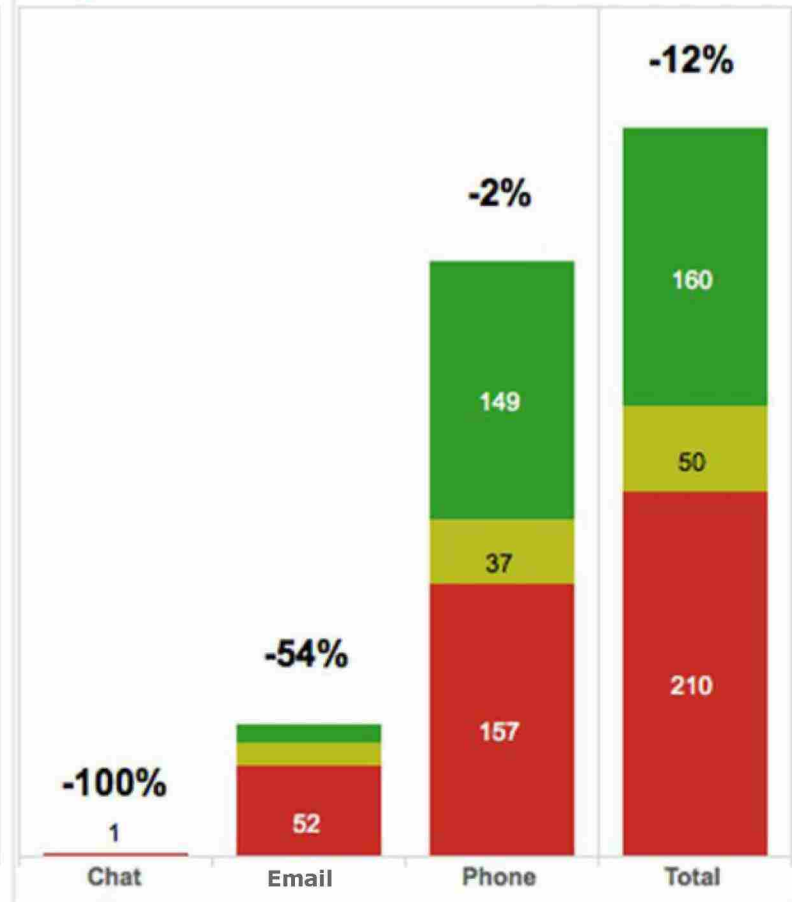
Net Promoter Score



Global/Region



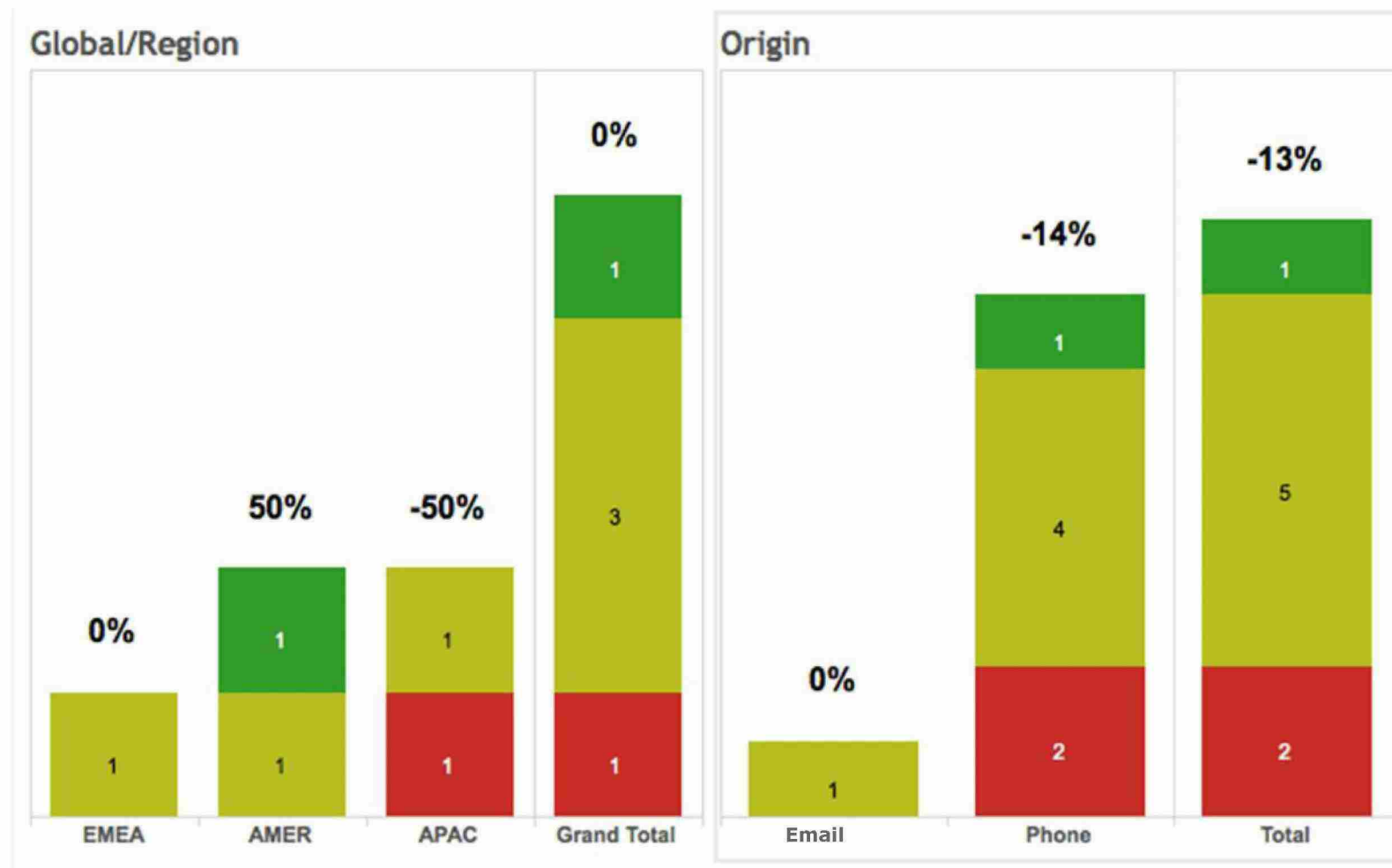
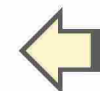
Origin



Seagate Confidential

BS Windows Server 4-Bay NAS (Wintel)

Net Promoter Score



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